

RV Service Advisor

Job Type: Full Time

Compensation: Hourly

FLSA Status: Non-Exempt

Location: Scottsville, Ky.

Reports To: Service Manager

JOB SUMMARY:

First point of contact for all service customers, assisting with service inquiries and coordinates customer appointments with existing service department schedule. Regularly communicates with all service department personnel (parts, warranty, detail, techs) to ensure every service job is done efficiently and accurately. Performs every job striving for 100% customer satisfaction and accuracy by thoroughly investigating and understanding each task.

ESSENTIAL FUNCTIONS:

- Opens and closes the service department
- Reviews daily the service appointment schedule, open repair orders and updates the service schedule
- Communicates with customers by phone, email and/or in person to determine their service needs
- Performs service customer check-ins and generates repair orders
- Recommends additional services such as safety inspections (menu sell)
- Confirms service job requirements with service and parts department (parts availability) to accurately establish service appointment and job completion time
- Communicates repair order and drop-off information with customer to confirm the service appointment
- Regularly updates customers on the status of their unit
- Resolves any difficult customer issues
- Reviews the completed repair order with the customer
- Contacts any “no show” service appointments and updates service and parts department accordingly
- Maintains accurate service records for all service jobs (authorizations, repair orders)
- Coordinates new unit check-ins and sales deliveries with the Sales and F&I departments
- Schedules all customer orientations

ADDITIONAL RESPONSIBILITIES:

- Maintains a clean and organized work area
- Utilizes manuals, bulletins and training materials when necessary to perform a task
- Performs all tasks with a high degree of accuracy
- Prolonged periods of standing, stooping, crawling and bending
- May lift up to 25 lbs and/or move heavier items using devices

RV Service Advisor

- Exposure to heights and conditions related to working with electrical and welding equipment
- Other duties and projects as assigned

EDUCATION AND EXPERIENCE:

- High school diploma or equivalent (GED) is required
- Excellent customer service & communication skills

KNOWLEDGE, SKILLS AND ABILITIES:

- Working knowledge of business English, spelling, and arithmetic; office practices and procedures; departmental rules and regulations
- Ability to work independently and under some pressure to meet deadlines
- Ability to understand and carry out oral and written instructions and to request clarification when needed
- Ability to meet the public well and to deal effectively with their questions or problems, seeking assistance when needed
- Ability to establish and maintain effective working relationships with co-workers, employees, and officials in other departments
- Ability to communicate effectively orally and in writing